

# Year 2004 Annual Reporting Requirements for Massachusetts Health Plans

\*information based on 2003 statistics

Insurance Provider	External Reviews Pursued	Decision Upheld	Decision Reversed	Decision Partially Reversed
Aetna Health, Inc.	0	0	0	0
Aetna Life Insurance Company	0	0	0	0
Altus Dental Insurance Company, Inc.	0	0	0	0
Boston Mutual Life Insurance Company	N / A	N / A	N / A	N / A
Blue Cross and Blue Shield of Massachusetts, Inc.	140	59	64	17
CIGNA HealthCare of Massachusetts, Inc.	2	N / A	N / A	N / A
Connecticut General Life Insurance Company (PPO, DPP, DPPO)	2	N / A	N / A	N / A
ConnectiCare of Massachusetts, Inc.	0	0	0	0
(Consolidated Health Plans)				
OneBeacon America Insurance Company				
Guarantee Trust Life Insurance Company	N / A	N / A	N / A	N / A
Nationwide Life Insurance Company	N / A	N / A	N / A	N / A
Fallon Community Health Plan, Inc.	11	1	10	0
Fallon Health & Life Assurance Company	0	0	0	0
Fortis Insurance Company	2	1	1	0
Fortis Benefits Insurance Company	1	1	0	0
John Alden Life Insurance Company	2	1	1	0

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General Electric Group Life Assurance Company	0	0	0	0
New England Life Insurance Company	0	0	0	0
Metropolitan Life Insurance Company	0	0	0	0
(The) Guardian Life Insurance Company of America	0	0	0	0
Harvard Pilgrim Health Care, Inc.	25	13	11	1
Harvard Pilgrim Insurance Company Harvard Pilgrim Health Care of New England, Inc.	0	0	0	0
Health New England, Inc.	5	3	2	0
(The) MEGA Life & Health Insurance Company	0	0	0	0
Mid-West National Life Insurance Company of Tennessee	0	0	0	0
Chesapeake Life Insurance Company	0	0	0	0
Mutual of Omaha Insurance Company	N / A	N / A	N / A	N / A
United of Omaha Life Insurance Company	N / A	N / A	N / A	N / A
Neighborhood Health Plan, Inc.	2	2	0	0
Pioneer Management Systems, Inc. on behalf of Markel Insurance Company	0	0	0	0
Combined Insurance Company of America	0	0	0	0

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Trustmark Insurance Company	N / A	N / A	N / A	N / A
Tufts Insurance Company	1	1	0	0
Tufts Associated Health Maintenance Organization, Inc.	80	47	31	2
UNICARE Life and Health Insurance Company	1	0	1	0
United HealthCare Insurance Company	0	0	0	0
UnitedHealthcare of New England, Inc.	6	1	4	1